

“It’s Time”

Executive Custodial Conference 2005
November 15th | 8:30 am to 5:00 pm

Sustainability through Custodial Services Symposium



Little Creek Convention Center
Shelton, Washington

General
Administration
Your essential operations partner

ci WASHINGTON STATE
CORRECTIONAL INDUSTRIES



Keynote Speaker



John Walker, President
ManageMen, Inc.

John Walker, founder of Janitor University, will speak on the cleaning industry today and building a process for efficient service delivery while protecting the cleaning worker, the building occupant, the environment, and the bottom line.

“It’s Time”

Mark your calendars and sign up today to attend this first of it’s kind gathering of Pacific Northwest facilities professionals. You’ll be glad you did!

See you
November 15th!

The conference will include lunch and networking opportunity where you can meet, exchange ideas and share solutions with other industry professionals who are facing similar issues.

Sustainability through Custodial Services Symposium

"It's Time" is a one day symposium presented by the State of Washington General Administration's Buildings, Grounds and Real Estate Services Division and Plant Operations Consortium together with Correctional Industries. This seminar is designed to bring together facility and physical plant executives to discuss how to provide cleaning for health in the most efficient, cost-effective manner possible.



"It's Time" Executive Conference is uniquely designed to include administrators who oversee facilities, facility budgets, capital improvements, environmental sustainability, and custodial operations. The information presented is based on benchmarking and data-driven results for custodial and facilities operations.

You can expect to receive information on a range of topics related to facilities cleaning including:

- Understanding/Measuring – *"How can I know what my true costs are? How can I measure what we are doing?"*
- Workloading – *"How many custodians do I need, anyway?"*
- Benchmarking Best Practices – *"Is there really a one best way to clean?"*
- Custodial Processes and its impact on energy use, conservation and indoor air quality;
- Beyond Compliance Safety; and
- Clean First for Health and Second for Appearance.



Presentations

Lorraine Bartlemay, The Boeing Company
Building an Award Winning Training Program

Marsha Surprenant, The Boeing Company,
The Enterprise Wide Custodial Best Practices Project

Mark Samios, Ph D., LEED Accredited Professional
How Custodial Systems can Best Support LEED Now and in the Future

Donna Gober, Correctional Industries,
Department of Corrections and
Sean Leer, PortionPac Corporation
"The Future is Now"...Sustainable Cleaning Products That Really Work

Pattie Williams, Facility Support Services
Manager, General Administration, Buildings,
Grounds and Real Estate Services Division
*Facing Competitive Contracting and, as a result,
Building a Custodial program recognized for
Sustainability, Accountability, and Efficiency*

Bob MacKenzie, Manager, Plant Operations
Consortium
*Maximizing Your Facilities Efforts Through
Collaboration*

Cory Noffsinger, Custodial Operations Manager,
General Administration, Buildings, Grounds and
Real Estate Services Division
*Workloading and Scheduling Cleaning Workers
For Efficiency, Effectiveness and Energy Savings*

The symposium fee is \$60 per person.

ALL registrations must be paid in advance. Fill out the registration form below and submit it with your check. You may also access registration online through a link on the Plant Operations Consortium website at www.ga.wa.gov/plant. Upon receipt of payment, you will receive a letter of confirmation. Please provide your email address for registration confirmations.

Make your check payable to:

Correctional Industries

Return registration and check to:

**Correctional Industries
Department of Corrections
P.O. Box 41115
Olympia, WA 98504-1115**

ALL registrations must be received no later than the close of business November 4, 2005.

Sorry, no credit cards, no refunds. Registration is transferable.

Attendees who will require lodging must contact the Little Creek Conference Center directly at 360.427.7711 or 1.800.661.7711 to make reservations. Room rates are \$64.90, tax included, for both single and double room occupancy. You must mention the "It's Time" Executive Conference to receive this group rate.

Little Creek Conference Center
91 West State Route 108
Shelton, WA 98584

You may visit their web site at www.little-creek.com.

"It's Time" Executive Custodial Conference

Registration Form

PLEASE PRINT/ONE PER EACH ATTENDEE

Name _____
Title _____
Organization _____
Address _____
City _____
State/Province _____
Zip _____
Phone _____
FAX _____
Email _____

No other activity exemplifies sustainability more than cleaning our facilities. Adequate and efficient cleaning processes prolong the life of buildings, while protecting valued tenants. The demands of shrinking budgets, competitive contracting, and environmental concerns mandate effective custodial operations. Not only must they yield actual dollar savings, but also protect building occupants and the environment as a whole.

Such a complete plan involves planning far beyond "green" cleaning chemicals. It must include an entire cleaning strategy that contributes to authentic sustainability. And yet, many facilities administrators don't understand the complete custodial process.

Did You Know?

- Cleaning accounts for approximately 26% of all facilities operating costs (includes all types of cleaning, maids, janitors, etc.) which is the second highest cost after utilities (27%).
- 90% of cleaning costs goes for labor, 10% for supplies/overhead.
- For several years the Seattle area has spent the least on cleaning of all BOMA members throughout North America.
- The majority of complaints reported in custodial services are in regards to dusting and vacuuming, with carpet maintenance receiving 30% of all complaints.
- 40% of companies seriously consider indoor air quality issues related to cleaning.
- 59% of BOMA members view cleaning as a selling point.
- Cleaning is the most labor intensive maintenance service. Taking low bid only eliminates labor, thus less cleaning is done.
- Cleaning costs for commercial office space have declined over the last 10 years despite inflation. How? Less cleaning is being done.

Mr. W. S. (Bill) Garland, president and co-owner of Daniels Associates, Inc, and who is the past president of BOMA, International and co-author of the BOMA Cleaning Study.

**General
Administration**

Your essential operations partner

Department of General Administration
P.O. Box 41019
210 West 11th Ave
Olympia, WA 98504-1019
Phone: 360.902.0960



**WASHINGTON STATE
CORRECTIONAL INDUSTRIES**

Department of Corrections
P.O. Box 41115
410 West 5th Ave, 2nd floor
Olympia, WA 98504-1115
Phone: 360.753.4006

